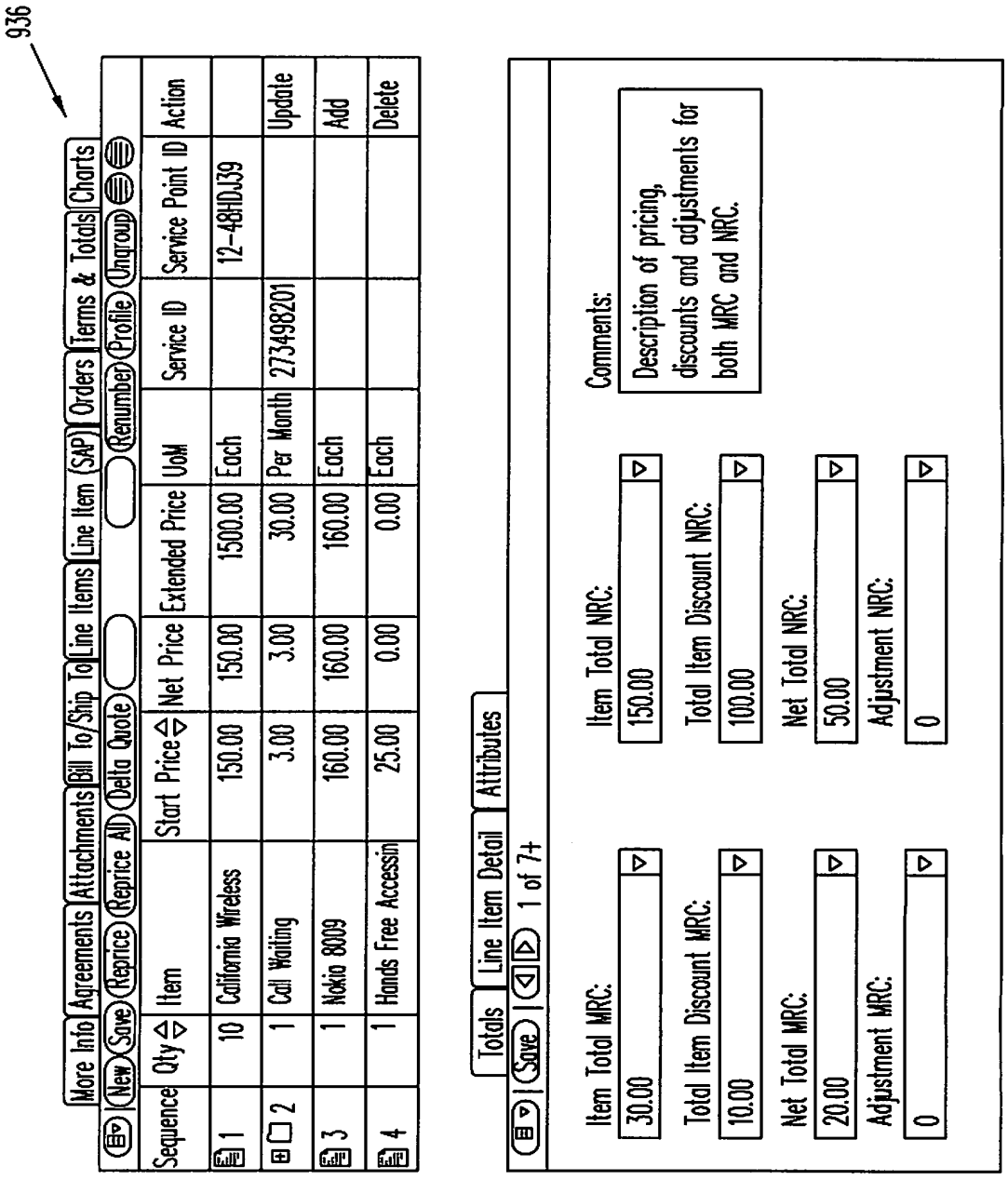

936
More Info
Agreements
Attachments
Bill To/Ship To
Line Items
Line Item (SAP)
Orders
Terms & Totals
Charts
New
Save
Reprice
Reprice All
Delta Quote
Renumber
Profile
Ungroup
Sequence
Qty
Item
Start Price
Net Price
Extended Price
UoM
Service ID
Service Point ID
Action
1
10
California Wireless
150.00
150.00
1500.00
Each
12-48HDJ39
2
1
Call Waiting
3.00
3.00
30.00
Per Month
2734982O1
Update
3
1
Nokia 8009
160.00
160.00
160.00
Each
Add
4
1
Hands Free Accessin
25.00
0.00
0.00
Each
Delete
Totals
Line Item Detail
Attributes
Save
1 of 7+
Item Total MRC:
30.00
Total Item Discount MRC:
10.00
Net Total MRC:
20.00
Adjustment MRC:
0
Item Total NRC:
150.00
Total Item Discount NRC:
100.00
Net Total NRC:
50.00
Adjustment NRC:
0
Comments:
Description of pricing, discounts and adjustments for both MRC and NRC.

FIG. 9D-2

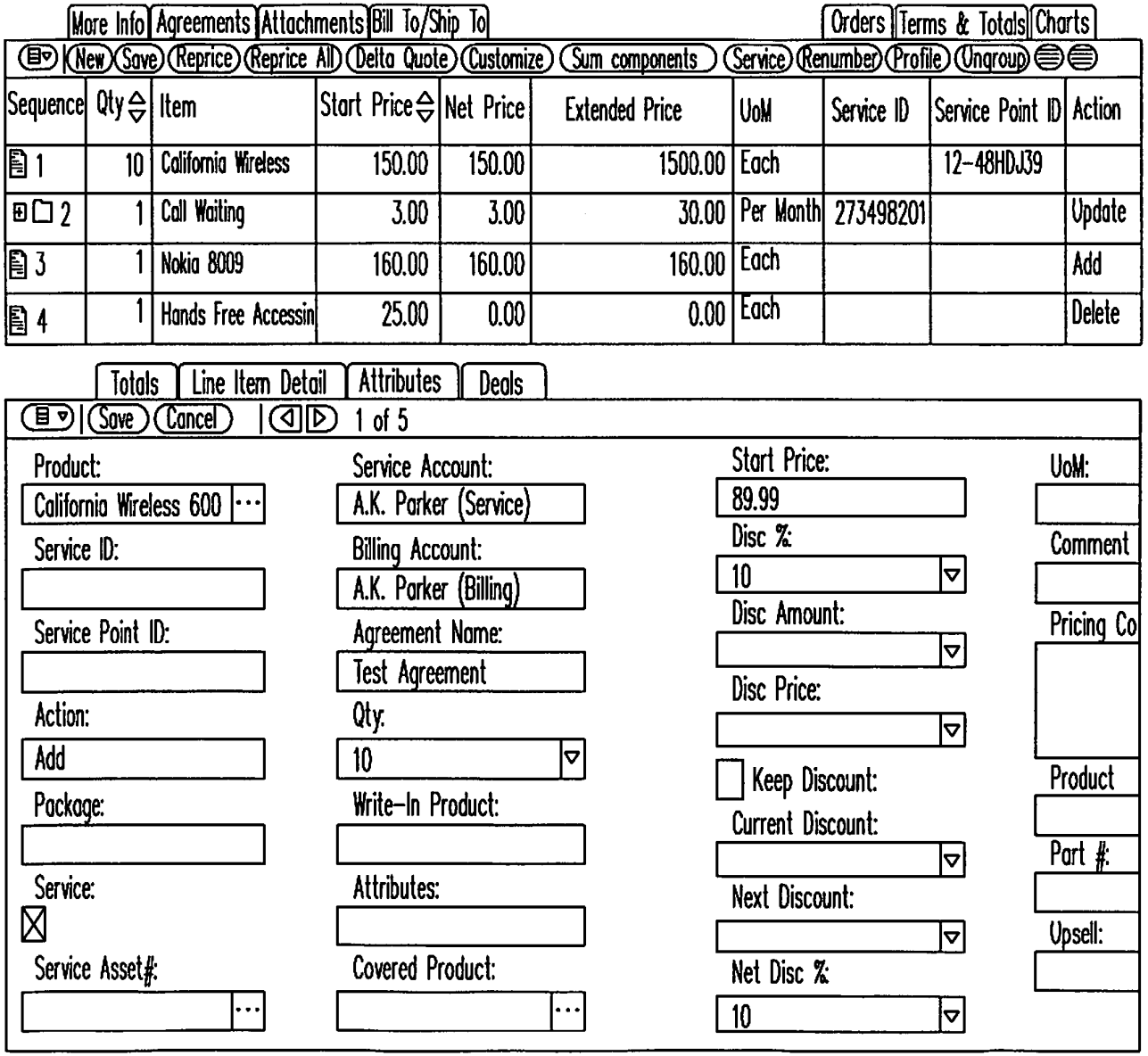
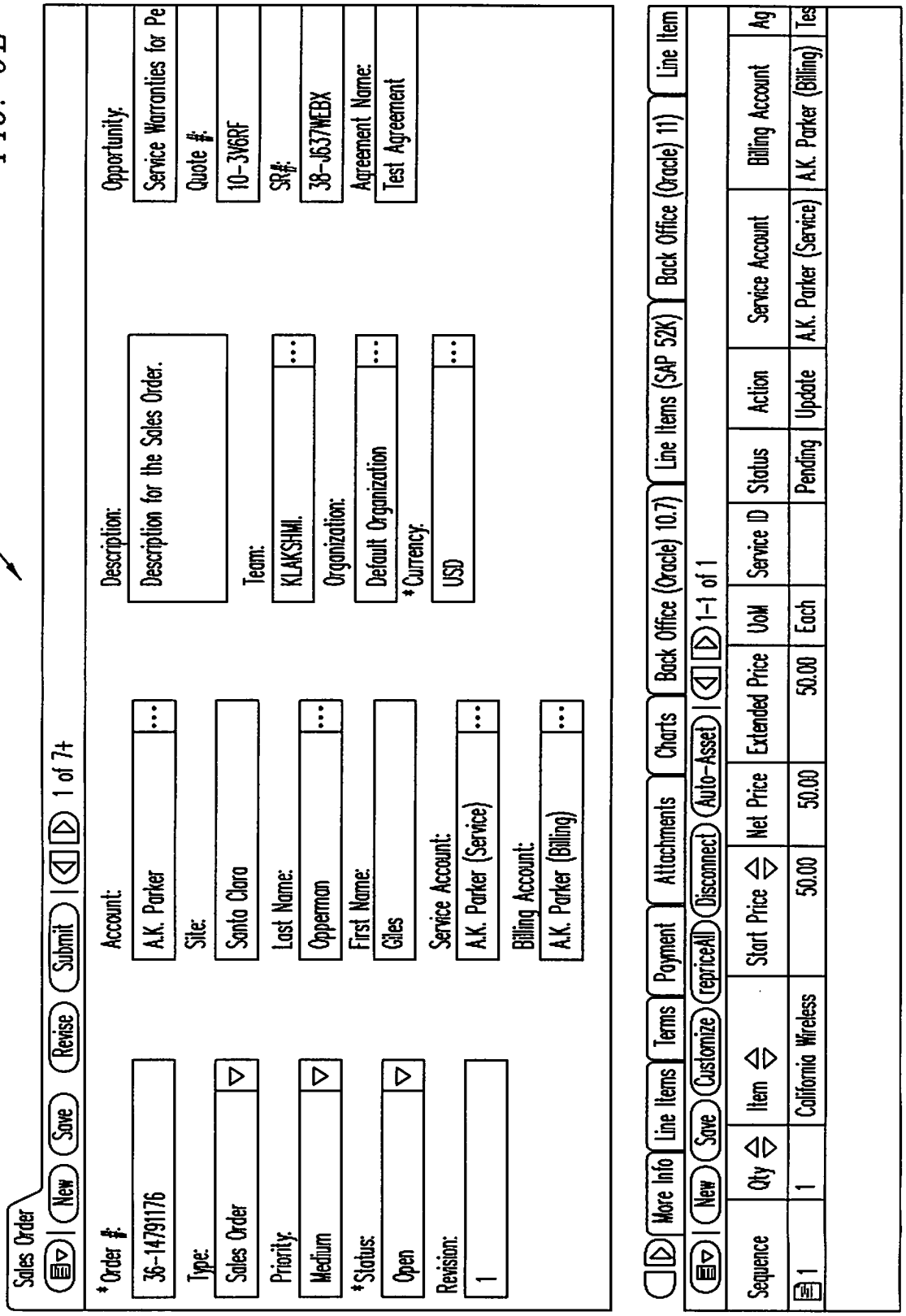

More Info
Agreements
Attachments
Bill To/Ship To
Orders
Terms & Totals
Charts
New
Save
Reprice
Reprice All
Delta Quote
Customize
Sum components
Service
Renumber
Profile
Ungroup
Sequence
Qty
Item
Start Price
Net Price
Extended Price
UoM
Service ID
Service Point ID
Action
1 10 California Wireless 150.00 150.00 1500.00 Each 12-48HDJ39
2 1 Call Waiting 3.00 3.00 30.00 Per Month 273498201 Update
3 1 Nokia 8009 160.00 160.00 160.00 Each Add
4 1 Hands Free Accessin 25.00 0.00 0.00 Each Delete
Totals
Line Item Detail
Attributes
Deals
Save
Cancel
1 of 5
Product:
California Wireless 600
Service ID:
Service Point ID:
Action:
Add
Package:
Service:
Service Asset#:
Service Account:
A.K. Parker (Service)
Billing Account:
A.K. Parker (Billing)
Agreement Name:
Test Agreement
Qty:
10
Write-In Product:
Attributes:
Covered Product:
Start Price:
89.99
Disc %:
10
Disc Amount:
Disc Price:
Keep Discount:
Current Discount:
Next Discount:
Net Disc %:
10
UoM:
Comment
Pricing Co
Product
Part #:
Upsell:
936

FIG. 9D-3

FIG. 9E


938
Sales Order
New
Save
Revise
Submit
1 of 7+
*Order #:
36-14791176
Type:
Sales Order
Priority:
Medium
*Status:
Open
Revision:
1
Account:
A.K. Parker
Site:
Santa Clara
Last Name:
Opperman
First Name:
Giles
Service Account:
A.K. Parker (Service)
Billing Account:
A.K. Parker (Billing)
Description:
Description for the Sales Order.
Team:
KLAKSHMI.
Organization:
Default Organization
*Currency:
USD
Opportunity:
Service Warranties for Pe
Quote #:
10-3V6RF
SR#:
38-J637WEBX
Agreement Name:
Test Agreement
More Info
Line Items
Terms
Payment
Attachments
Charts
Back Office (Oracle) 10.7
Line Items (SAP 52K)
Back Office (Oracle) 11)
Line Item
New
Save
Customize
repriceAll
Disconnect
Auto-Asset
1-1 of 1
Sequence
Qty
Item
Start Price
Net Price
Extended Price
UoM
Service ID
Status
Action
Service Account
Billing Account
Ag
1
1
California Wireless
50.00
50.00
50.00
Each
Pending
Update
A.K. Parker (Service)
A.K. Parker (Billing)
Tes

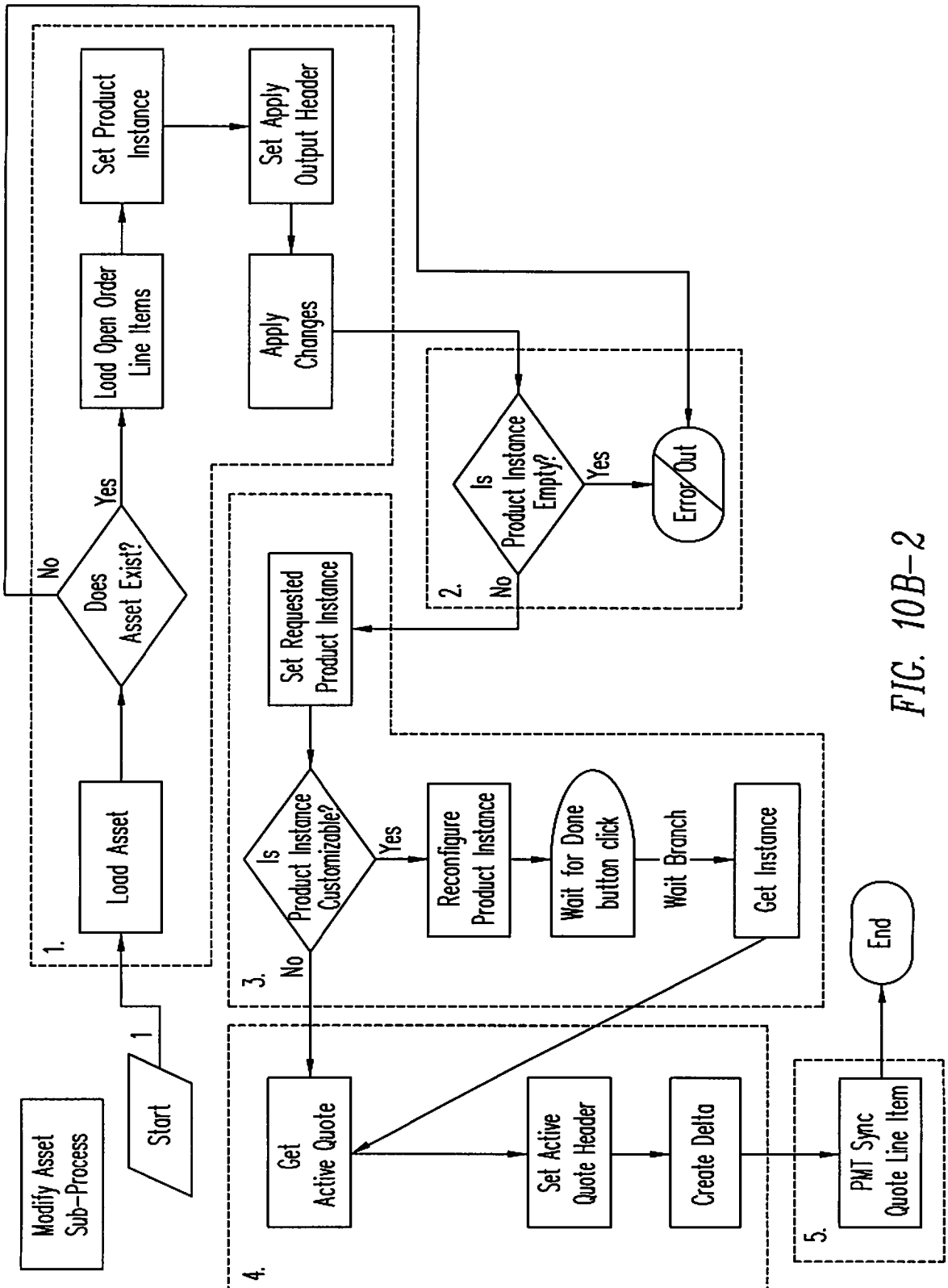

Modify Asset Sub-Process
Start
1
Load Asset
Does Asset Exist?
No
Yes
Load Open Order Line Items
Set Product Instance
Set Apply Output Header
Apply Changes
1.
Is Product Instance Empty?
Yes
No
Error Out
2.
Set Requested Product Instance
Is Product Instance Customizable?
Yes
No
Reconfigure Product Instance
Wait for Done button click
Wait Branch
Get Instance
3.
Get Active Quote
Set Active Quote Header
Create Delta
4.
PMT Sync Quote Line Item
5.
End

FIG. 10B-2

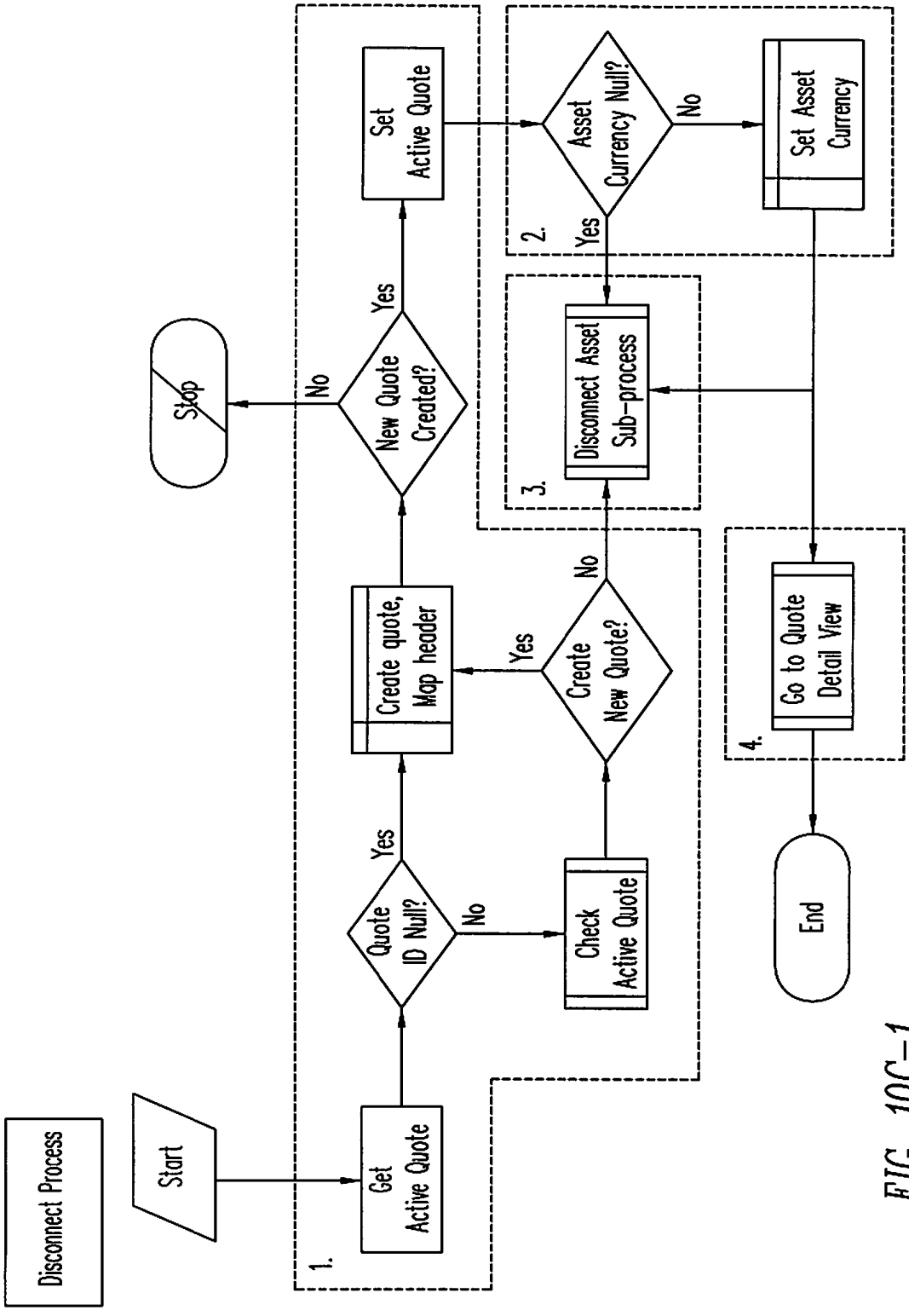

Disconnect Process
Start
Get Active Quote
Quote ID Null?
Yes
No
Check Active Quote
Create quote, Map header
Create New Quote?
Yes
No
New Quote Created?
Yes
No
Stop
Set Active Quote
Asset Currency Null?
Yes
No
Set Asset Currency
Disconnect Asset Sub-process
Go to Quote Detail View
End
1.
2.
3.
4.

FIG. 10C-1

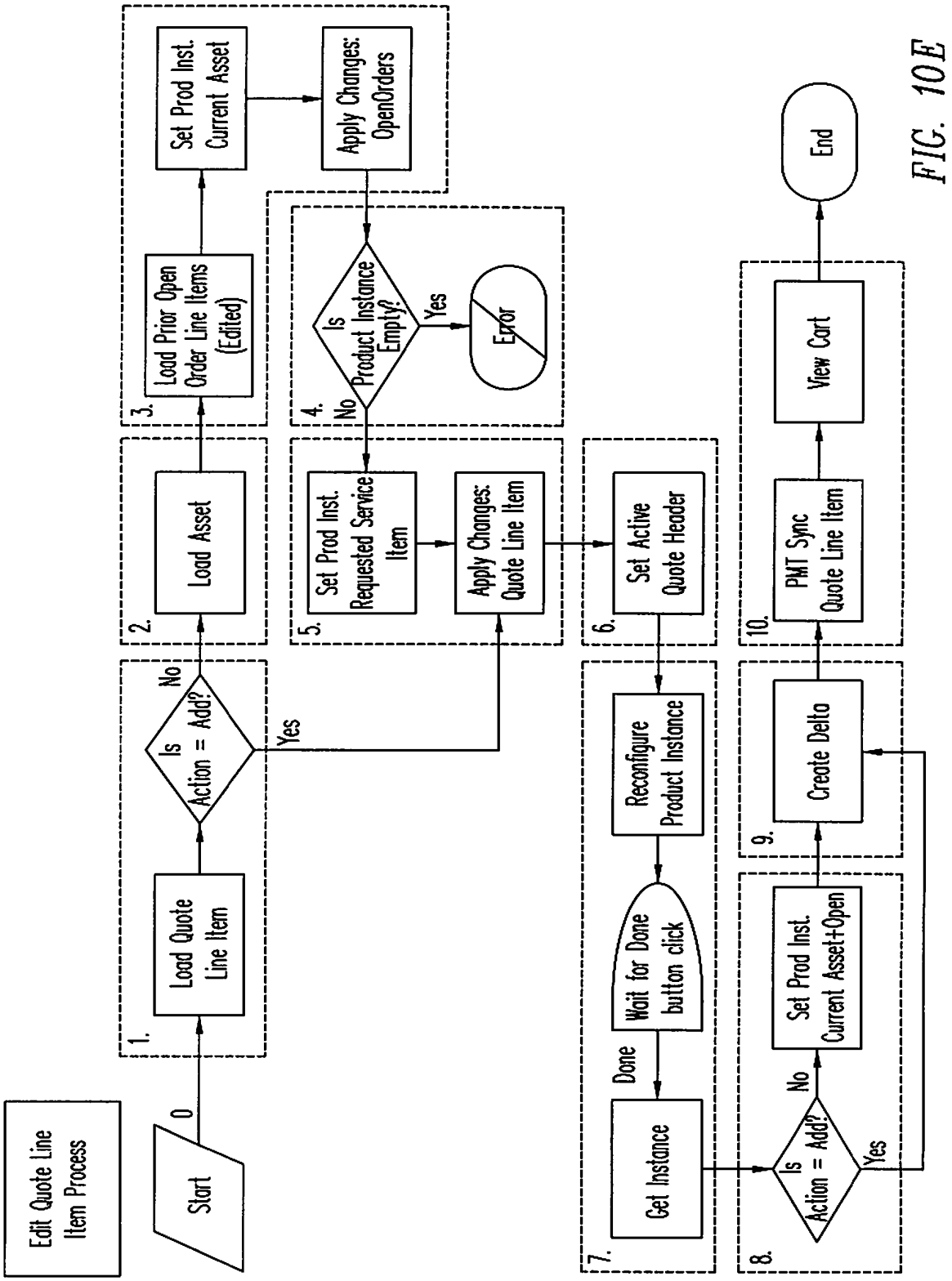

Edit Quote Line Item Process
Start
0
1.
Load Quote Line Item
Is Action = Add?
No
Yes
2.
Load Asset
3.
Load Prior Open Order Line Items (Edited)
Set Prod Inst. Current Asset
Apply Changes: OpenOrders
4.
Is Product Instance Empty?
No
Yes
Error
5.
Set Prod Inst. Requested Service Item
Apply Changes: Quote Line Item
6.
Set Active Quote Header
7.
Reconfigure Product Instance
Wait for Done button click
Done
Get Instance
8.
Is Action = Add?
No
Yes
Set Prod Inst. Current Asset+Open
9.
Create Delta
10.
PMT Sync Quote Line Item
View Cart
End

FIG. 10E

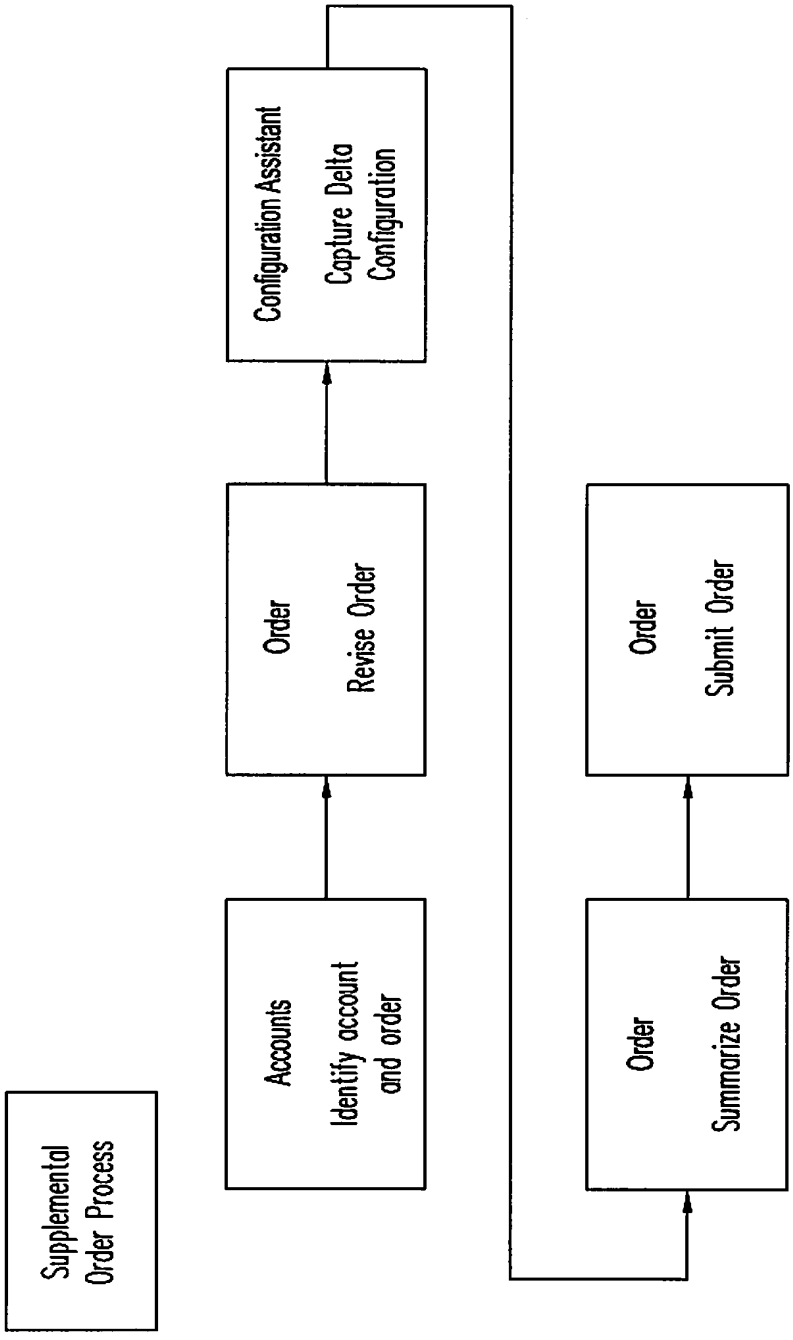

Supplemental Order Process
Accounts
Identify account and order
Order
Revise Order
Configuration Assistant
Capture Delta Configuration
Order
Summarize Order
Order
Submit Order

FIG. 10F

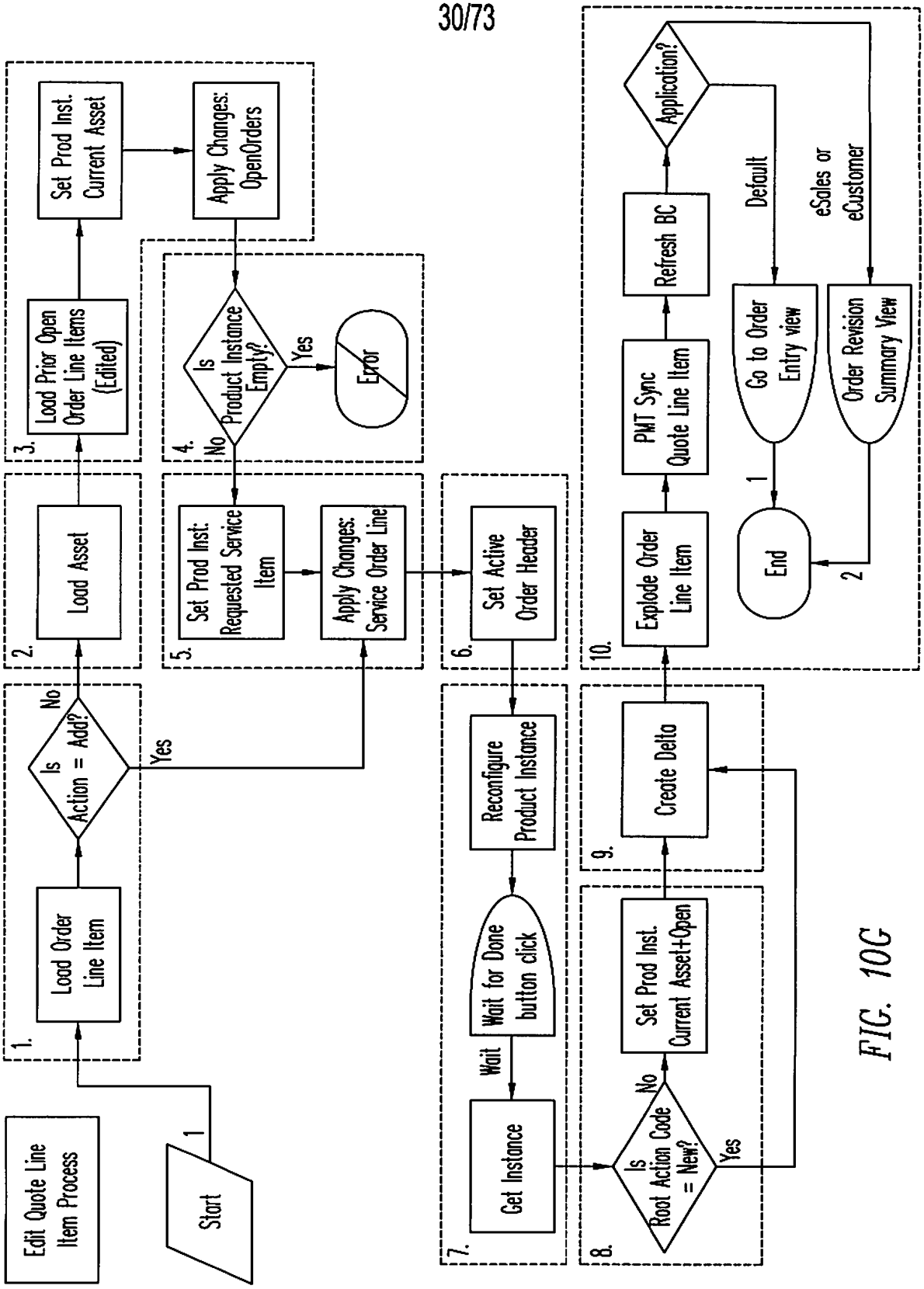

Edit Quote Line Item Process
Start
1
1.
Load Order Line Item
Is Action = Add?
No
Yes
2.
Load Asset
3.
Load Prior Open Order Line Items (Edited)
Set Prod Inst. Current Asset
Apply Changes: OpenOrders
4.
Is Product Instance Empty?
No
Yes
Error
5.
Set Prod Inst: Requested Service Item
Apply Changes: Service Order Line
6.
Set Active Order Header
7.
Reconfigure Product Instance
Wait for Done button click
Wait
Get Instance
8.
Is Root Action Code = New?
No
Yes
Set Prod Inst. Current Asset+Open
9.
Create Delta
10.
Explode Order Line Item
PMT Sync Quote Line Item
Refresh BC
Application?
Default
eSales or eCustomer
Go to Order Entry view
Order Revision Summary View
1
2
End

FIG. 10G

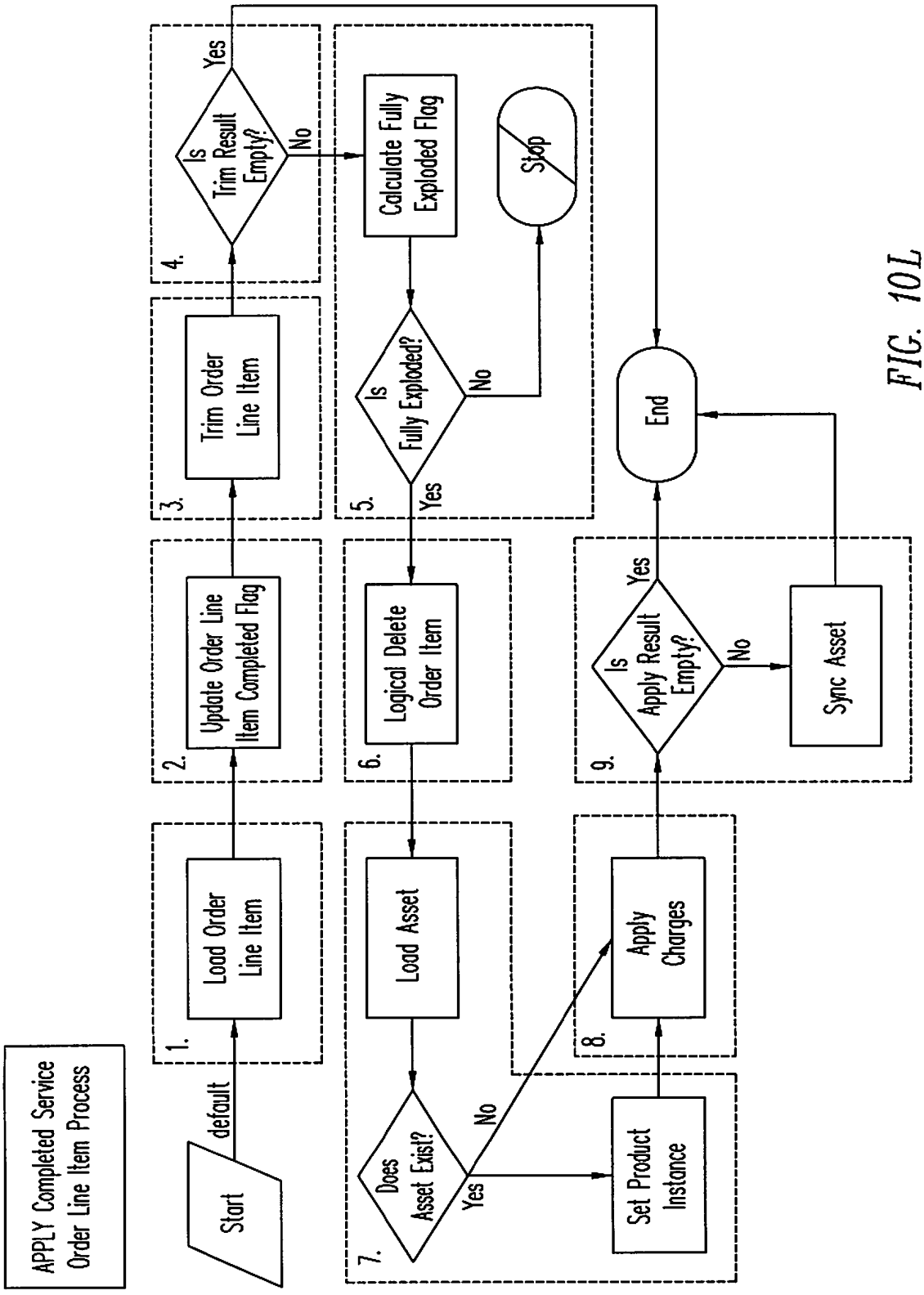

APPLY Completed Service Order Line Item Process
Start
default
1.
Load Order Line Item
2.
Update Order Line Item Completed Flag
3.
Trim Order Line Item
4.
Is Trim Result Empty?
Yes
No
5.
Calculate Fully Exploded Flag
Is Fully Exploded?
No
Yes
Stop
6.
Logical Delete Order Item
7.
Load Asset
Does Asset Exist?
No
Yes
Set Product Instance
8.
Apply Charges
9.
Is Apply Result Empty?
Yes
No
Sync Asset
End

FIG. 10L

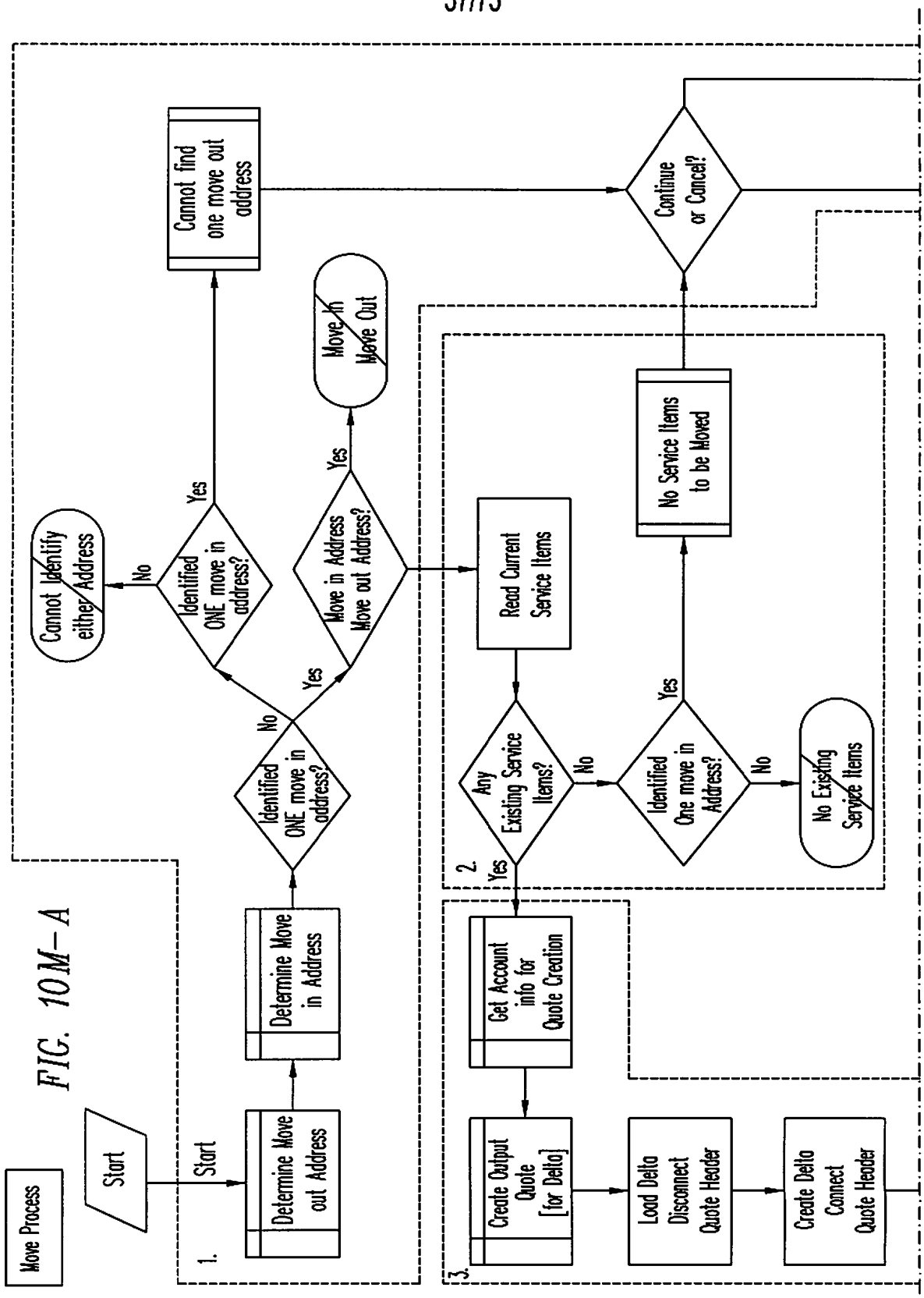

Move Process
Start
Start
1.
Determine Move out Address
Determine Move in Address
Identified ONE move in address?
No
Yes
Identified ONE move in address?
No
Yes
Move in Address Move out Address?
Yes
Move In Move Out
Cannot find one move out address
Cannot Identify either Address
2.
Read Current Service Items
Any Existing Service Items?
No
Yes
Identified One move in Address?
No
Yes
No Existing Service Items
No Service Items to be Moved
Continue or Cancel?
3.
Get Account info for Quote Creation
Create Output Quote [for Delta]
Load Delta Disconnect Quote Header
Create Delta Connect Quote Header

FIG. 10M-A

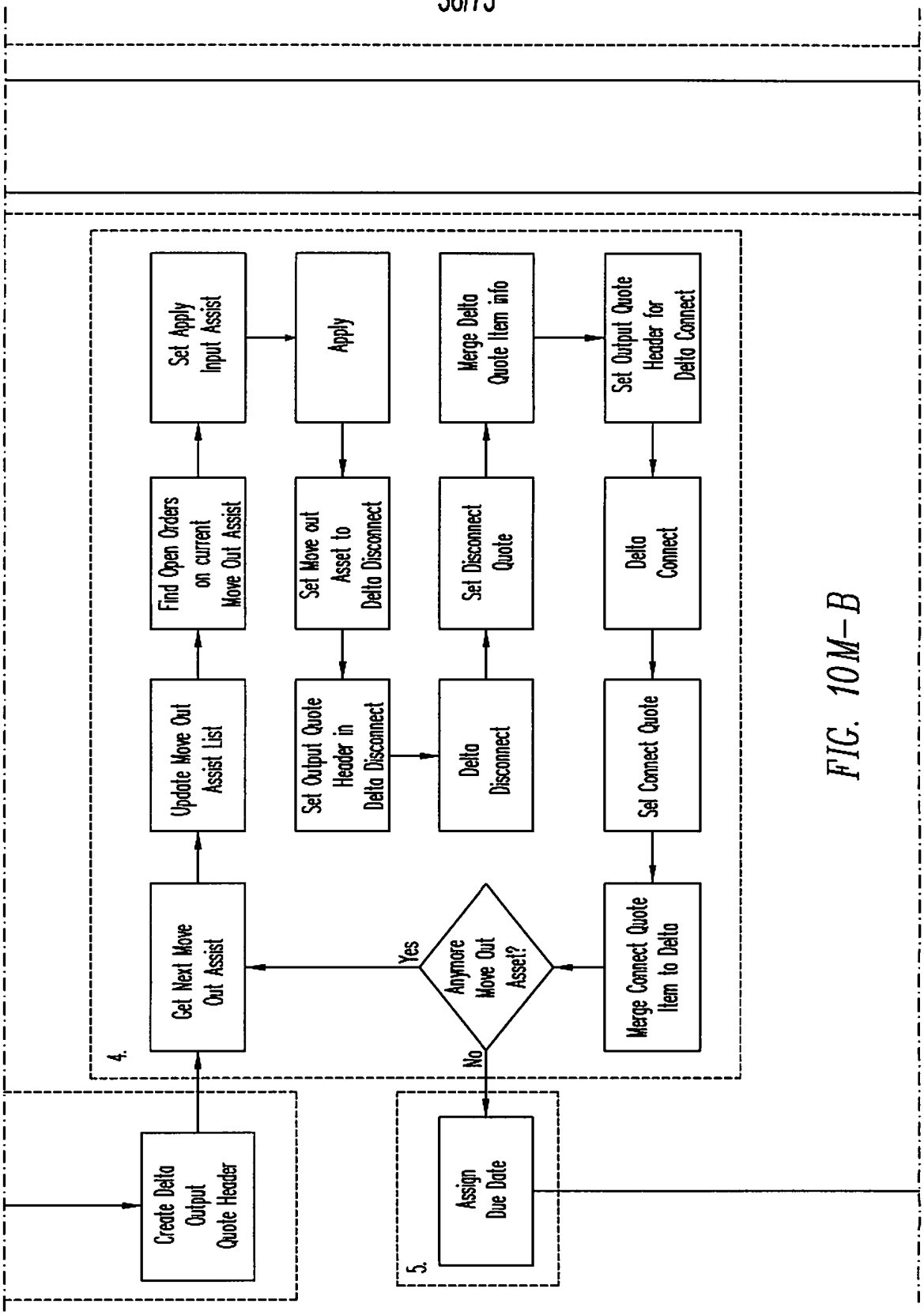

Create Delta Output Quote Header
4.
Get Next Move Out Assist
Update Move Out Assist List
Find Open Orders on current Move Out Assist
Set Apply Input Assist
Yes
Anymore Move Out Asset?
No
Set Output Quote Header in Delta Disconnect
Set Move out Asset to Delta Disconnect
Apply
Delta Disconnect
Set Disconnect Quote
Merge Delta Quote Item info
Merge Connect Quote Item to Delta
Set Connect Quote
Delta Connect
Set Output Quote Header for Delta Connect
5.
Assign Due Date

FIG. 10M-B

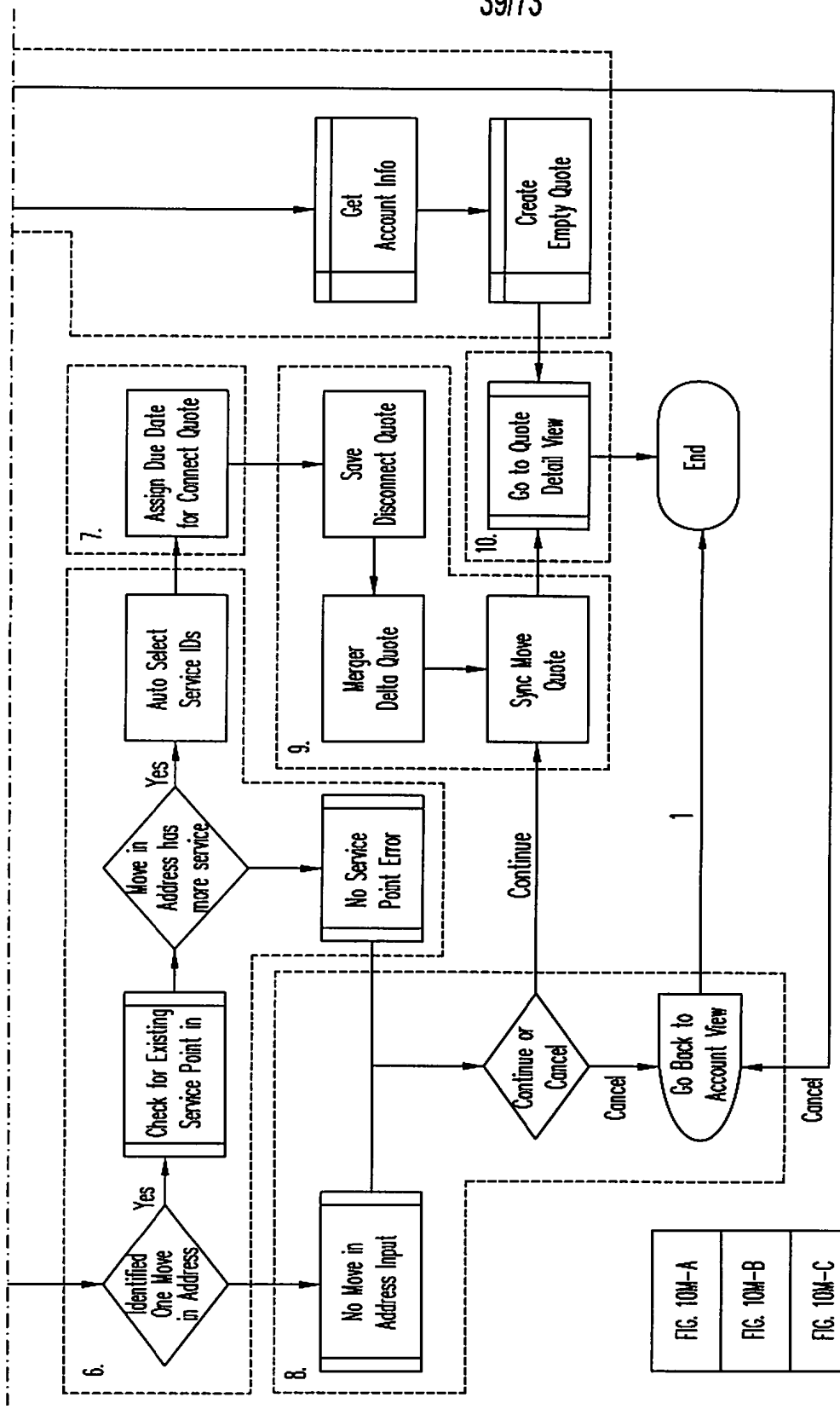


FIG. 10M

FIG. 10M-C